



## Frequently Asked Questions

Q: What is the DelaWELL Health Management Program?

Q: Who is eligible to participate in the DelaWELL Health Management Program?

Q: What are the health benefits of participating in the DelaWELL Health Management Program?

Q: What are the financial benefits of participating in the DelaWELL Health Management Program?

Q: What wellness benefits and discounts does Highmark Delaware offer?

Q: What wellness benefits and discounts does Aetna offer?

Q: What preventive medications and services are covered?

Q: What counts as an Annual Physical Exam?

Q: How can I best prepare for my Annual Physical Exam and what should I bring with me?

Q: What is the difference between a preventive exam and diagnostic exam?



For more information on DelaWELL and other wellness benefits visit [de.gov/statewidebenefits](http://de.gov/statewidebenefits).

### Q: What is the DelaWELL Health Management Program?

DelaWELL is a voluntary wellness program available to all benefit-eligible employees (state agency, school district, charter school, higher education and participating group) and non-Medicare pensioners, their spouses and dependents over the age of 18 who are currently enrolled in a State of Delaware Group Health Plan.

The State of Delaware encourages you to focus on your health by getting your Annual Physical Exam and completing your online Health Assessment (Wellness Profile).

While there are **no cash incentives**; the State of Delaware, Highmark and Aetna encourage you to focus on the things that really matter like leading a happy and healthy life.

### Q: Who is eligible to participate in the DelaWELL Health Management Program?

Benefit-eligible employees (state agency, school district, charter school, higher education and participating group) and non-Medicare pensioners, their spouses and dependents over the age of 18 who are currently enrolled in a State of Delaware Group Health Plan are encouraged to participate. Participation in the DelaWELL Health Management Program is voluntary, but strongly encouraged. Enrolling in a State of Delaware Group Health Plan provided by Highmark Delaware or Aetna gives you automatic, confidential access to their online resources, health coaching, online health assessments and condition care coordination programs.

### Q: What are the health benefits of participating in the DelaWELL Health Management Program?

Regular physical exams can help find problems early, when your chances for treatment are better. During a routine physical, your doctor can measure things like your height, weight and blood pressure, review your health history and make sure you are up to date with your age-appropriate screenings. Most preventive care is covered at 100%!

Completing the online Health Assessment (Wellness Profile) can help you identify your current and future health risks. When you complete the online Health Assessment (Wellness Profile), you receive a detailed health summary, personalized action plan and recommendation for health and wellness programs that can help improve your health.



### **Q: What are the financial benefits of participating in the DelaWELL Health Management Program?**

Participation in the DelaWELL Health Management Program is an effective way to help control health care costs for the State of Delaware and its members. Being proactive about your wellness, engaging in preventive care, controlling chronic conditions and understanding costs, can all contribute to better health and well-being of our members. It is everyone's responsibility to control the rising cost of health care.

### **Q: What wellness services and discounts does Highmark Delaware offer?**

Highmark Delaware offers a wide range of wellness benefits and discounts including preventive care, diabetes prevention programs, wellness and condition care coordination programs, gym discounts and CanSurround. CanSurround is a 24/7 online support network for Highmark members who are affected by cancer. CanSurround encourages and supports you from diagnosis, throughout your treatment, and beyond.

For more information on Highmark Delaware services visit the Statewide Benefits Website.

### **Q: What wellness services and discounts does Aetna offer?**

Aetna offers a wide range of wellness benefits and discounts including preventive care, diabetes prevention programs, wellness and condition care coordination programs and gym discounts. Aetna HMO members also have access to Carelink CareNow, a free care coordination program, that partners with you and your doctor to make it easier for you to take care of yourself and stay well.

For more information on Aetna services visit the Statewide Benefits Website.

### **Q: What preventive medications and services are covered?**

Members enrolled in a Highmark Delaware or Aetna non-Medicare Health Plan may receive selected preventive medications at no cost through the Express Scripts prescription drug plan, subject to age and other limitations.

For more information on Express Scripts services visit the Statewide Benefits Website.



### Q: What counts as an Annual Physical Exam?

An annual physical exam is an examination from a primary health care provider that generally involves a medical history and physical examination. Your doctor (Internal Medicine, General Practitioners, Family Practice and GYNs) can provide annual physicals, as well as treat small problems before they become serious.

You are eligible for one physical exam per plan year (July 1 through June 30).

### Q: How can I best prepare for my Annual Physical Exam and what should I bring with me?

Please read the “Annual Physical Exam Checklist” (located on SBO’s website) prior to your exam date, as well as print and bring a copy with you to your appointment. This document provides supportive material to help you better prepare for your exam, including information on what to bring with you to your exam, what you can expect during your exam and what the difference is between preventive and diagnostic care. Reviewing this information prior to your appointment can help to make sure you get the most out of your Annual Physical Exam. On page two of the document is an “Important Message For My Doctor” that you are encouraged to provide to your primary health care provider to make them aware of your involvement in the DelaWELL Health Management Program and your goals and objectives for having your Annual Physical Exam.

### Q: What is the difference between a preventive exam and diagnostic exam?

**Preventive care** is given to you when you are symptom-free and have no reason to think you are unhealthy. You’re getting this care to follow medically-recognized guidelines as shown on the “Preventive Health Schedule”.

**Diagnostic care** is care given in response to symptoms or risk factors, for example, you are sick or you are going to the doctor because something is hurting or bothering you.

